

14. (Unchanged) The call router system of claim 13 wherein the router executes on a processor.

15. (Unchanged) The call router system of claim 14 wherein the processor upon which the router executes is the managing processor.

16. (Unchanged) The call router system of claim 14 wherein the processor upon which the router executes is a processor separate from the managing processor.

17. (Unchanged) The call router system of claim 14 wherein routing rules are maintained at the individual agent's computer workstation and the router requests routing from the individual agent's computer workstation.

18. (Unchanged) The call router system of claim 14 wherein routing rules for connected agent's computer workstations are maintained separately on the processor that executes the router, and wherein routing is accessed from the routing rules according to destination information for received calls.

REMARKS

The present Amendment responds to the Action mailed May 24, 2000 in the above-referenced case. Claims 2-10, and 12-18 are standing for

examination. Claim 1 is rejected under 35 U.S.C. 112. Claims 2-8, 10 and 12-18 are rejected under 35 U.S.C. 102(e) as being anticipated by Andrews (U.S. Patent number: 5,848,143) hereinafter Andrews. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Andrews in view of Brewster (US 5,870,464) hereinafter Brewster.

Applicant has carefully studied the prior art provided by the Examiner. Applicant herein amends the necessary claims to more particularly point out distinctly claim the subject matter regarded as patentable, and to distinguish unarguably over the references as cited and applied by the Examiner.

Claim 2, as amended, herein recites:

2. *A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a computer workstation coupled to the managing processor, the managing processor storing a current set of routing rules specific to and accessible and editable by a person assigned to the computer workstation, the method comprising steps of:*

- (a) receiving an IPNT call at the managing processor;*
- (b) determining the person assigned to the workstation is an intended recipient for the call;*

(c) requesting routing by the managing processor from the specific set of current routing rules for the workstation, accessible and editable by the person assigned to the computer workstation; and

(d) routing the call according to the current routing rules specific to the person.

The Examiner has rejected claim 2 under § 102 (e) as being anticipated by Andrews. Applicant herein amends claim 2 to specifically claim the ability in applicant's invention of maintaining a current set of routing rules at the workstation specific to the person assigned to the workstation, accessible and editable by the person assigned to the computer workstation, wherein the managing processor adheres to the personal routing rules maintained by an agent at his/her workstation.

The Examiner states that Andrews teaches requesting routing by the managing processor from the specific set of current routing rules accessible and editable by the user assigned to the computer workstation (col. 12, lines 11-18, col. 13, lines 22-43). Applicant respectfully disagrees with the Examiner's statement that the managing processor in Andrews maintains a set of personal routing rules for individuals assigned to workstations. Column 12, lines 11-18 of Andrews specifically states, "*Additionally, the monitoring means monitors proper functioning of the system 200 and informs the controllers as to any change in operation of the system. If it is determined that the active (i.e. primary) controller is not functioning properly (block 306), control of the system is shifted essentially seamlessly (from the point of view of the system) to the redundant controller (block 308). In any case, each controller receives requested service data and status messages from the public networks and agent systems at block 310*

and generates control signals for routing the call through the system (as shown at block 312). " Clearly there is no teaching or suggestion that a set of personal routing rules is stored for an individual at an assigned workstation in the art of Andrews as recited above.

Column 13, lines 22-43 of Andrews herein recites: " Various functional components of workstation 482A are controlled by the user of the workstation 482A by a graphical user interface means 452 which transmits appropriate control signals to the means 458 via status/control slave process 451, conventional telephony applications programming interface means 454 and service provider interface 456, to the means 460, and to the integration means 450. Means 452 also permits the user of the workstation to request that the central controller forward the call connected to the workstation to another node of the system 400 (e.g., another agent workstation, Internet address, telephone number, IVR, etc.), and to request that the central controller connect the workstation to a requested caller via any one of the networks 12, 14, 16, 408. Interface means 452 also permits the user of the workstation to view, edit, and update information stored and retrieved from the database 476, and to merge that data via integration means (which utilizes conventional object linking and embedding, and dynamic data exchange technology) into conventional word-processing and/or other data processing computer applications (not shown) whereby to permit further processing of said data via such applications. Applicant contends that nowhere in the disclosure of Andrews is there a teaching of database 476 storing routing rules for individuals at assigned workstations. There is no teaching or suggestion in the art of Andrews that Interface means 476 is capable of merging edited routing rules for individuals into a

managing processor specifically storing routing rules for that individual as claimed.

Andrews continues to state that; "*The interface 452 also permits the user of the workstation to request that the active central controller change the call availability status of the workstation to permit the workstation to place an outgoing call, although it is important to note that the control and service request functions permitted by the graphical interface 452 are subject to the control of the active central controller.* Clearly, the art of Andrews teaches a limited ability of requesting an alteration in a regular routing rule procedure, this certainly cannot read on applicant's ability of storing routing rules for individuals at assigned workstations, wherein routing is accomplished by the managing processor by accessing the specific set of current routing rules for the individual workstation, accessible and editable by the person assigned to the computer workstation, and routing the call according to the current routing rules specific to the person, as claimed in applicant's invention.

Applicant believes claim 2 is patentable over the art of Andrews as amended and argued in detail above. Claims 3-9 are patentable on their own merits, or at least as depended from a patentable claim.

Claim 10 as amended, herein recites:

10. *In a customer premises Internet Protocol Network Telephony call center having a managing processor including sets of routing rules specific to individual agents assigned to workstations, the managing processor for routing received calls to individual ones of the connected agents at*

computer workstations, a method for individual customization of routing rules for the received calls, comprising steps of:

- (a) executing a client user interface on one of the computer workstations by an agent at the station;*
- (b) determining routing for the received calls addressed to the computer workstation at the computer workstation by the agent at the workstation using the client user interface to access and edit personal routing rules;*
- (c) transmitting the routing determination to a router executing on the managing processor; and*
- (d) routing the received telephone calls by the router according to the transmitted routing determination.*

Claim 10 also recites that the managing processor includes sets of routing rules specific to individual agents assigned to workstations, wherein the agent determines routing for the received calls addressed to the computer workstation at the computer workstation using the client user interface to access and edit the personal routing rules.

As argued in detail on behalf of claim 1 above, Andrews fails to teach or suggest maintaining specific sets of routing rules for individual agents assigned to workstations, wherein the agents can access and edit their own routing rules.

Applicant believes claim 10, as amended, is also patentable over the art of Andrews. Claim 12 is patentable at least as depended upon a patentable claim.

13. A call router system for determining routing of incoming Internet Protocol Network Telephony calls in a customer premises call center including a managing processor connected to individual computer workstations, the managing processor having sets of routing rules specific to individual agents, the router system comprising:

a client user interface executable on one of the computer workstations, and adapted to provide functions for editing routing rules for individual agents; and

a router listing current routing rules specific to the agent at the workstation;

wherein the client user interface is adapted to transmit agent-edited routing rules to the router, and the router is adapted to provide routing to incoming calls addressed to the agent according to the current routing rules.

Claim 13 is unchanged and incorporates the patentable limitations of storing current routing rules specific to agents at assigned workstations.

Applicant believes claim 13 is patentable as argued on behalf of claim 1 above. Claims 14-18 are also patentable at least as depended from a patentable claim.

As all of the claims standing for examination as amended have been shown to be patentable over the art of record, applicant respectfully requests reconsideration and that the present case be passed quickly to issue. If there are any time extensions due beyond any extension requested and paid with this amendment, such extensions are hereby requested. If there are any fees

due beyond any fees paid with the present amendment, such fees are authorized to be deducted from deposit account 50-0534.

Respectfully Submitted,

Igor Neyman, et al.

by



Donald R. Boys
Reg. No. 35,074

Donald R. Boys
Central Coast Patent Agency
P.O. Box 187
Aromas, CA 95004
(831) 726-1457